



POSITION DESCRIPTION

Title	Analyst Team Leader
Position Level	
Location	Wilmington, DE
Purpose	Directly and via supervision ensure accurate and efficient processing of inquiries for manual review

KEY RELATIONSHIPS

Immediate Manager	
Head of Operations	
Positions Supervised	
<u>Direct Reports – (7)</u>	<u>Indirect Reports – (0)</u>
Internal Contacts	External Contacts
IT Support	None
Customer Support	
Sales	
Operations	

KEY RESPONSIBILITIES

1. Coordinate completion of tasks by Alert staff;
2. Report on productivity and capacity status ;
3. Collect and review Contractor invoices;
4. Identify and report on process issues;
5. Assist with training as required;
6. Application of decision logic to determine a match or no match;
7. Subsequent look up for matched results;
8. Population of notes field with relevant source information;
9. Preparation and inclusion of abstract summary;
10. Assist in processing Special Project inquiries as required.
11. Additional tasks as needed, which may arise from time to time.